

Bell Café

HEALTH AND SAFETY MANUAL

Date: 8 July 2017

Table of contents

1. Employer commitment to health and safety	3
1.1 Health and safety policy.....	3
1.2 Relevant industry requirements.....	5
1.3 Health and safety roles	6
1.4 Safety expectations	6
1.5 Health and safety management plan	7
1.6 Return to work.....	8
2. Planning, review and evaluation	9
2.1 Monitoring and reviews.....	9
3. Hazard management	11
3.1 Hazard management definitions	11
3.2 Hazard identification	14

1. Employer commitment to health and safety

We are committed to making this workplace safe and healthy.

This section will help you achieve the requirements for WSMP Element 1.

1.1 Health and safety policy

Management commitment

The Health & Safety Manager, Tony Clark, has signed our health and safety policy, demonstrating the commitment of management to the health and safety of people working or involved with our organisation. The policy outlines the duties of management and employees.

A copy of our health and safety policy is on the next page.

Bell Cafe's health and safety policy

We are committed to providing and maintaining a safe and healthy working environment for our employees, visitors, and all people using our premises as a workplace.

To ensure a safe and healthy work environment, we will develop and maintain a health and safety management system. Specifically, management will:

- Set health and safety objectives and performance criteria for all managers and work areas
- Annually review health and safety objectives and managers' performance against these
- Actively encourage the accurate and timely reporting and recording of all incidents and injuries
- Investigate all reported incidents and injuries to ensure all contributing factors are identified and, where appropriate, plans are developed to take corrective action
- Actively encourage people to report any pain or discomfort early on
- Provide a treatment and rehabilitation plan that ensures a safe, early and durable return to work
- Identify all existing and new hazards and take all practicable steps to eliminate, isolate or minimise the exposure to significant hazards
- Ensure all employees are aware of the hazards in their work area and are adequately trained to enable them to perform their duties in a safe manner
- Encourage employee consultation and participation in all matters relating to health and safety
- Promote a system of continuous improvement – this includes reviewing policies and procedures each year
- Meet our obligations under the Health and Safety in Employment Act 1992, the Health and Safety in Employment Regulations 1995, codes of practice, and any relevant standards or guidelines.

Every manager, supervisor or foreperson has a responsibility for the health and safety of employees working under their direction.

Every employee is expected to share in this commitment to health and safety in the workplace by:

- Observing all safe work procedures, rules and instructions
- Reporting any pain or discomfort early on
- Taking an active role in the company's treatment and rehabilitation plan, to ensure an "early and durable return to work"
- Ensuring all incidents, injuries and hazards are reported to the appropriate person.

The health and safety committee includes senior management representatives and union and other nominated employee representatives. It is responsible for implementing, monitoring, reviewing and planning health and safety policies, systems and practices.

Signed and dated:

Position:

1.2 Relevant industry requirements

We aim to meet the requirements of all legislation, regulations, code of practices, safety data sheets for particular hazards, and industry best practices. These are listed below:

- Health and Safety in Employment Act 1992
- Hazardous Substances and New Organisms Act 1996

1.3 Health and safety roles

The following staff have specific roles and responsibilities relating to health and safety. Their performance relating to these duties is evaluated annually.

Name	Duties
Name: <i>Tony Clark</i> Position: <i>Health and Safety Manager</i>	<ul style="list-style-type: none">• Sets health and safety plans/objectives• Initiates annual review• Ensures injured employees are given planned rehabilitation• Consults with outside advisers• Trains supervisors/line managers• Prepares a six monthly training plan• Reports serious harm injuries to the Department of Labour• Investigates accidents• Chairs safety meetings and appoints health and safety representatives• Ensures contractors are inducted and managed

1.4 Safety expectations

We have very clear health and safety expectations for all employees, and clear processes to follow when these expectations are breached.

Our health and safety expectations are that employees:

- Ensure that their actions or inactions do not cause harm to themselves or others
- wear all PPE provided when required
- report hazards
- report all accidents, incidents and near misses.

1.5 Health and safety management plan

Our annual health and safety plan is based on SMART objectives, meaning they are specific, measurable, achievable, relevant and time-bound.

Management works with employees through the health and safety committee to set the company's health and safety objectives, which are then listed in our annual health and safety plan. A copy of this is on the following page.

The health and safety committee allocates responsibilities to ensure these objectives are met.

Each year, management and employees review the outcomes to ensure the objectives have been achieved. If not, management and employees take corrective action to ensure the objectives will be met

1.6 Return to work

Return to work

In the event of work-related injury or illness we ensure our employees receive appropriate medical treatment and assessment as quickly as possible. *Tony Clark* is responsible for establishing and maintaining early contact with all injured or ill employees, regardless of whether it is a work-related injury or not.

Employees with work-related injuries

If an employee suffers any injury at work, they must report it to their supervisor as soon as possible and record it in the accident register.

If they require medical assistance, the doctor or hospital will complete an ACC 45 form, which the employee must present to management as soon as possible.

Alternative duties may be allocated until the injured employee is fit to return to their normal duties. In addition, the injured employee may be able to get extra assistance. All of these options should be discussed by the company, the employee, their ACC case manager and medical provider as required.

2. Planning, review and evaluation

We are committed to continually improving our health and safety systems.

2.1 Monitoring and reviews

We ensure our health and safety system is monitored and reviewed:

- We use the check sheet on the following page to do this.
- We monitor known hazards to determine whether the hazards continue to exist and the controls remain effective. We record inspections and update the hazard register.
- We monitor workplace conditions and practices and identify new hazards that may arise. We record inspections and update the hazard register.
- We annually review our systems using the ACC WSMP self-assessment audit.
- We review and update our health and safety plans and objectives each year.
- We review all procedures and hazard management controls after each significant and potentially damaging event.
- We review all injury data each year and use this information to identify appropriate goals for the safety plan.
- We review this health and safety manual each year, to ensure the policy has been updated and signed and documentation is updated.
- We review the health and safety responsibilities designated to staff, each year.

Bell Cafe's monitoring and reviews check sheet

Topic/task	Review date	Person(s) responsible
Monitor known hazards		
Monitor workplace		
Self-assessment		
Review health and safety plan		
Review significant events		
Review injury data		
Review health and safety manual		
Review health and safety responsibilities		

3. Hazard management

We have an active process to manage hazards: we identify hazards, assess them for significance, control them and regularly review our controls and the whole hazard management system.

This section will help you to achieve the requirements for WSMP Element 3.
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3.1 Hazard management definitions

The following terms are key definitions from the Health and Safety in Employment (HSE) Act 1992 used in our health and safety manual.

3.1.1 Hazard

- (a) Means an activity, arrangement, circumstance, event, occurrence, phenomenon, process, situation, or substance (whether arising or caused within or outside a place of work) that is an actual or potential cause or source of harm; and
- (b) Includes -
 - (i) a situation where a person's behaviour may be an actual or potential cause or source of harm to the person or another person; and
 - (ii) without limitation, a situation described in subparagraph (i) resulting from physical or mental fatigue, drugs, alcohol, traumatic shock, or another temporary condition that affects a person's behaviour.

3.1.2 Significant hazard

Means a hazard that is an actual or potential cause or source of -

- (a) Serious harm; or
- (b) Harm (being harm that is more than trivial) the severity of whose effects on any person depend (entirely or among other things) on the extent or frequency of the person's exposure to the hazard; or
- (c) Harm that does not usually occur, or usually is not easily detectable, until a significant time after exposure to the hazard.

3.1.3 Harm

- (a) Means illness, injury, or both; and
- (b) Includes physical or mental harm caused by work-related stress.

3.1.4 Serious harm

Means death, or harm described in the First Schedule to the Act as follows:

1. Any of the following conditions that amounts to, or results in, permanent loss of bodily function, or temporary, severe loss of bodily function: respiratory disease, noise-induced hearing loss, neurological disease, cancer, dermatological disease, communicable disease, musculoskeletal disease, illness caused by exposure to infected material, decompression sickness, poisoning, vision impairment, chemical or hot-metal burn of eye, penetrating wound of eye, bone fracture, laceration or crushing.
2. Amputation of body part.
3. Burns requiring referral to a specialist registered medical practitioner or specialist outpatient clinic.
4. Loss of consciousness from lack of oxygen.
5. Loss of consciousness, or acute illness requiring treatment by a medical practitioner, from absorption, inhalation or ingestion of any substance.
6. Any harm that causes the person harmed to be hospitalised for a period of 48 hours or more, commencing within seven days of the harm's occurrence.

3.1.5 All practicable steps

1. ...in relation to achieving any result in any circumstances, means all steps to achieve the result that it is reasonably practicable to take in the circumstances, having regard to -
 - (a) The nature and severity of the harm that may be suffered if the result is not achieved; and
 - (b) The current state of knowledge about the likelihood that harm of that nature and severity will be suffered if the result is not achieved; and
 - (c) The current state of knowledge about harm of that nature; and
 - (d) The current state of knowledge about the means available to achieve the result, and about the likely efficacy of each of those means; and
 - (e) The availability and cost of each of those means.
2. To avoid doubt, a person required by this Act to take all practicable steps is required to take those steps only in respect of circumstances that the person knows or ought reasonably to know about.

3.1.6 Eliminating hazards

Significant hazards to employees to be eliminated if practicable.

Where there is a significant hazard to employees at work, the employer shall take all practicable steps to eliminate it.

3.1.7 Isolating hazards

Significant hazards to employees to be isolated where elimination impracticable, where -

- (a) There is a significant hazard to employees at work; and
- (b) Either -
 - (i) There are no practicable steps that may be taken to eliminate it; or
 - (ii) All practicable steps to eliminate it have been taken, but it has not been eliminated

The employer shall take all practicable steps to isolate it from the employees.

3.1.8 Minimising hazards

Significant hazards to employees to be minimised, and employees to be protected, where elimination and isolation impracticable

- 1. Where -
 - (a) There is a significant hazard to employees at work; and
 - (b) Either -
 - (i) There are no practicable steps that may be taken to eliminate it; or
 - (ii) All practicable steps to eliminate it have been taken, but it has not been eliminated; and
 - (c) Either -
 - (i) There are no practicable steps that may be taken to isolate it from the employees; or
 - (ii) All practicable steps to isolate it from the employees have been taken, but it has not been isolated, -

The employer shall take the steps set out in subsection 2.

- 2. The steps are -
 - (a) To take all practicable steps to minimise the likelihood that the hazard will be a cause or source of harm to the employees; and
 - (b) To provide, make accessible to, and ensure the use by employees of suitable clothing and equipment to protect them from any harm that may be caused by or may arise out of the hazard; ...

3.2 Hazard identification

3.2.1 Methods used for identifying hazards

We use several methods to identify hazards:

- Workplace inspections
- Task or job analysis
- Safety observation
- Accident, incident or near-miss investigation
- Process analysis
- Area analysis
- Injury data analysis
- Employee feedback

3.2.2 Who is involved in hazard management?

The people listed below are involved in our hazard management processes.

Name	Skills and experience in hazard management
Tony Clark	

3.2.3 Hazard reporting

We encourage all employees to report any hazards they observe, using the hazard reporting sheet on the next page.

<i>Bell Cafe's hazard reporting sheet</i>	
Work area:	Date:
What is the hazard?	
Where and how would contact with the hazard occur?	
Who comes into contact with the hazard?	
How often does contact occur?	
What harm would normally happen if someone comes into contact with the hazard?	
Suggested actions:	
Name:	Signed:

16

